

QUEENSLAND URBAN UTILITIES

Role Description



ROLE TITLE:	Hardship Officer
GROUP:	Finance
DEPARTMENT:	Shared Services
LOCATION:	Green Square Close
ROLE CLASSIFICATION:	
MANAGER:	Recovery Manager

PRIMARY ROLE PURPOSE:

The hardship officer is responsible for building, maintaining and promoting strong working relationships with our customers, financial counselling groups, welfare agencies and government bodies to maximise mutual benefits for Queensland Urban Utilities and our customers.

ROLE ACCOUNTABILITIES:

- Provide holistic solutions for customers experiencing both short and long term financial difficulties.
- Understand individual customer needs to provide support and assistance in managing their account.
- Pro-actively identify customers requiring further support and assistance and provide advice on entitlements, Welfare Agencies and support networks.
- Manage an expanding customer database to reduce customer debt and further develop sound relationships.
- Promote improved communication and co-operation with our external customers through the implementation of site visits.

ROLE DIMENSIONS AND RELATIONSHIPS:

Internal Relationships

- Senior Recovery Officer
- Team Leader - Recovery
- Recovery Manager
- Billing departments
- Customer and Community Group, including the Contact Centre
- Receipting

External Relationships

- Debt Collection Providers
- Financial Counselling/Welfare sector
- EWOQ
- Other organisations hardship teams
- Department of Energy and Water

FINANCIAL:

- | | |
|-------------------------|-----|
| • FTE budget: | N/A |
| • Operating budget: | N/A |
| • Capital works budget: | N/A |
| • Sources of Income: | N/A |

QUU LEADERSHIP EXPECTATIONS:

Achievement

Encourage those with whom you interact to give their best effort on all the work they do; and lead by example:

- Set and communicate challenging yet realistic performance standards, rather than goals imposed by others
- Promote teamwork by consistently seeking others input; share responsibility and build others' confidence
- Value and promote others who are innovative self-starters
- To encourage achievement-oriented thinking help others discover for themselves
- Take advantage of opportunities to give and receive constructive feedback
- Use the language of Achievement ("I'm confident that we ...," "there's an opportunity here ...") to inspire others
- Ask others for input on what QUU can do to become more forward-thinking

Self-Actualising

See the possibilities and opportunities in most situations:

- Take an open-minded flexible approach to your work
- Identify and develop realistic long-term goals and approach problems positively and solve them creatively
- Respect the abilities and talents of others and actively encourage working together toward a project's success
- Balance concern for getting the job done with consideration for people and their needs
- Take pleasure in what you do and be spontaneous

Humanistic – Encouraging

Inspire those with whom you interact to think, grow and take responsibility for themselves:

- Ask insightful questions designed to help others arrive at their own solutions and subsequently build others problem-solving skills and confidence
- Involve others in the decision-making process whenever possible. Allow people to take pride of ownership in a project. Encourage them to grow by giving them steadily increasing responsibility
- Encourage others to take calculated risks and be there to support their efforts. Give your full attention and consideration to their ideas
- Show faith in others abilities to improve themselves, and actively support their efforts
- Encourage others to set goals for themselves and to help QUU grow through their own involvement

Affiliative

Emphasis teamwork and value others who co-operate and work well with each other:

- Demonstrate concern for others and their needs; and be tactful and considerate of others' feelings
- Motivate others using genuine praise and friendliness
- Seek out, establish, value and maintain close associations with others
- Share thoughts and feelings easily and help others to feel important and worthwhile
- Communicate your sociability by smiling often and making eye contact
- Strike up conversations with others you do not know well
- Create a co-operative spirit by asking for peoples' opinions, sharing information, providing praise regularly and expressing enthusiasm openly

CORE CAPABILITIES:

Skills and Abilities

- Demonstrated ability to negotiate and influence payment behaviour
- Ability to undertake Skip Tracing, receive Contact Centre Calls and work requests, undertake outbound debt collection telephone calls
- Ability to work independently to recover debt on accounts, track and meet Key Performance Indicators.
- High level interpersonal and oral communication skills and able to work effectively in a changing environment.
- An ability to apply legislation relating to water and sewerage.
- Demonstrated organisational and time management skills with the ability to manage competing priorities to achieve tight deadlines and set outcomes.

Knowledge and Experience

- Demonstrated interpersonal and communication skills.
- An understanding of Financial Counselling and Welfare industries
- Background and commitment to a high level of customer service and continuous improvement.
- Understanding and working knowledge of pensions/concessions and relief schemes.
- Sound knowledge of Retail Services activities i.e. Customer Debt Management, Customer Contact Centre and their related systems
- Ability to prioritise workloads and meet Key Performance Indicators

QUALIFICATIONS :

- Membership of appropriate organisation is desirable

Behavioural Competencies

VALUE	BEHAVIOURS	
SAFETY <i>We will always put safety first.</i>	<ul style="list-style-type: none"> • I am responsible for safety 	<ul style="list-style-type: none"> • I am committed to zero harm
CUSTOMERS AND COMMUNITY <i>We walk with the customer and work with the community</i>	<ul style="list-style-type: none"> • I actively listen to customers and see things from their perspective • I am responsive to the needs of my customers 	<ul style="list-style-type: none"> • I always endeavour to exceed customer expectations
ACCOUNTABILITY <i>We take ownership for quality outcomes</i>	<ul style="list-style-type: none"> • I am accountable for quality and timely outcomes • I am empowered to set myself challenging but realistic goals 	<ul style="list-style-type: none"> • I consistently deliver on my promises and commitments • When I encounter problems I use initiative to find solutions
PARTICIPATION <i>We are united in the delivery of our shared goals</i>	<ul style="list-style-type: none"> • I participate with purpose and pride • I engage others to achieve and enhance outcomes • I have a sense of urgency about the work that I do 	<ul style="list-style-type: none"> • I lead by example and take ownership for my work • I am open and honest • I have integrity and I show respect for the individual
CREATIVITY <i>We are forward thinking and always looking for better ways</i>	<ul style="list-style-type: none"> • I always look for better ways to do things • I have the courage to be creative 	<ul style="list-style-type: none"> • I initiate and embrace change and inspire others to do the same • I am committed to excellence
DELIVER VALUE <i>We deliver value for our customers, the community and employees</i>	<ul style="list-style-type: none"> • I know the value that I add to Queensland Urban Utilities' purpose and vision • I create and deliver value with the resources available to me • I treat all Queensland Urban Utilities' resources as precious 	<ul style="list-style-type: none"> • I think beyond the present to drive long-term value for the organisation • I am a valued employee and this is demonstrated by Queensland Urban Utilities' commitment to me

ORGANISATION CHART:

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